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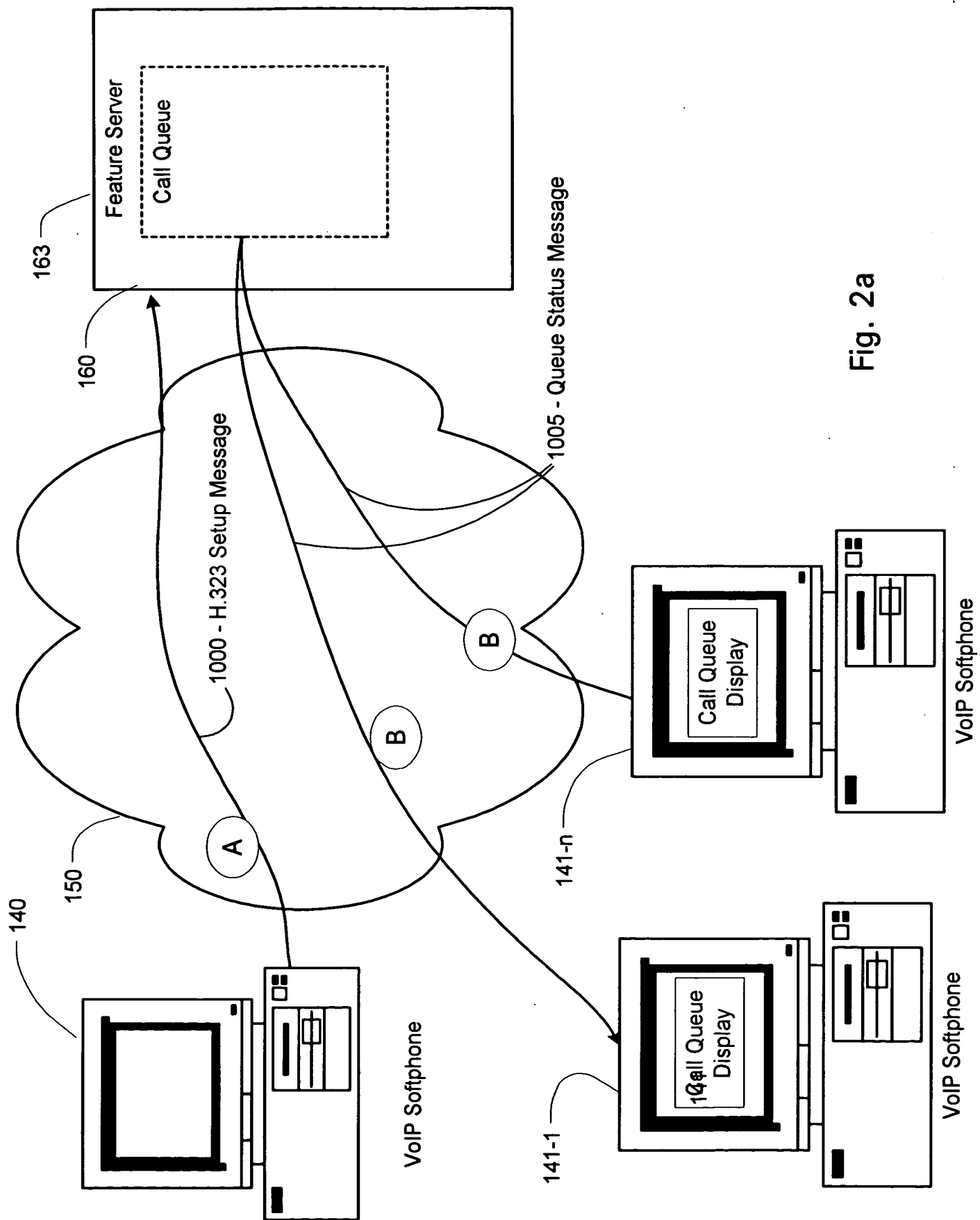
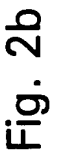
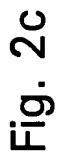


Fig. 2a





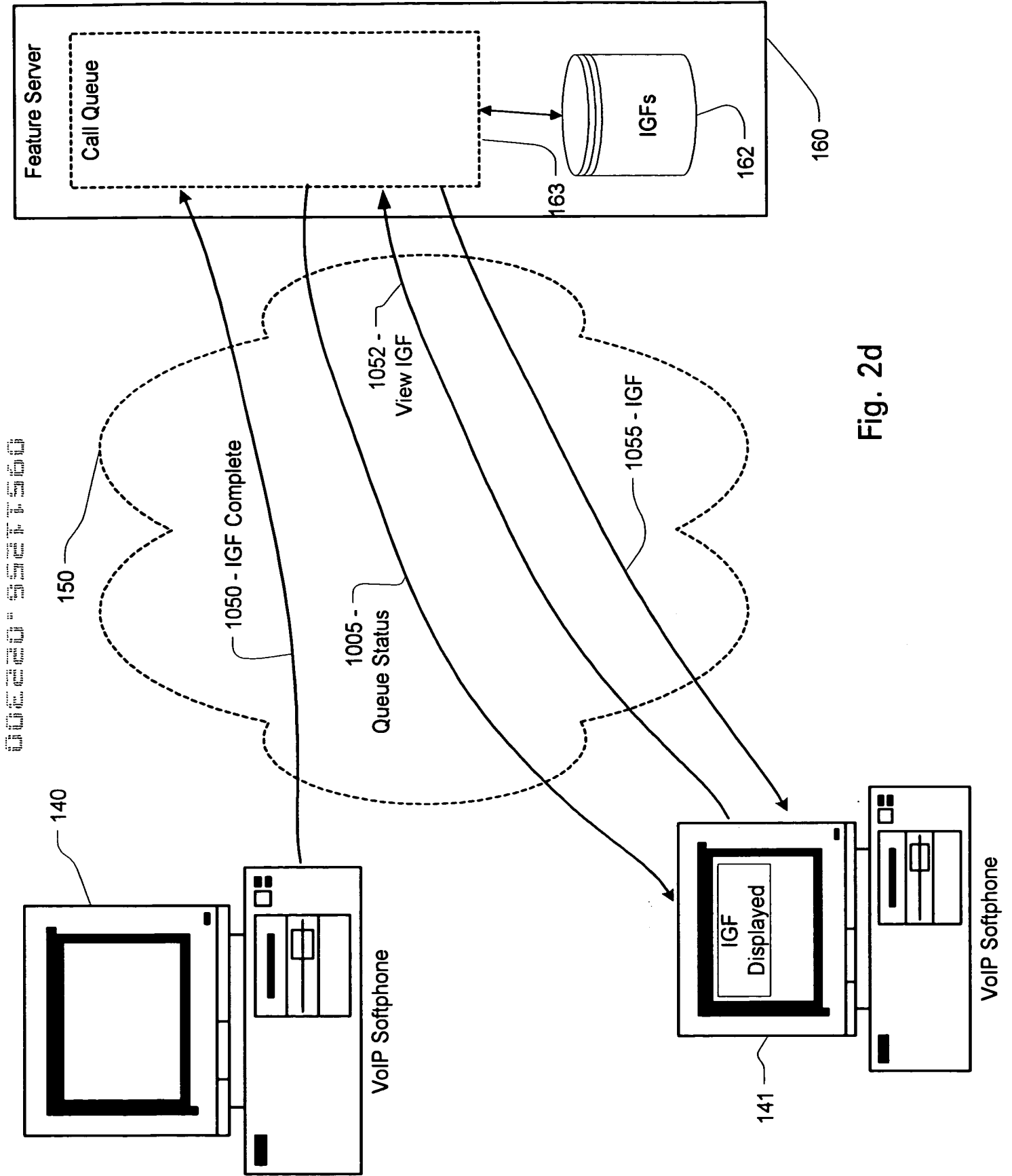


Fig. 2d

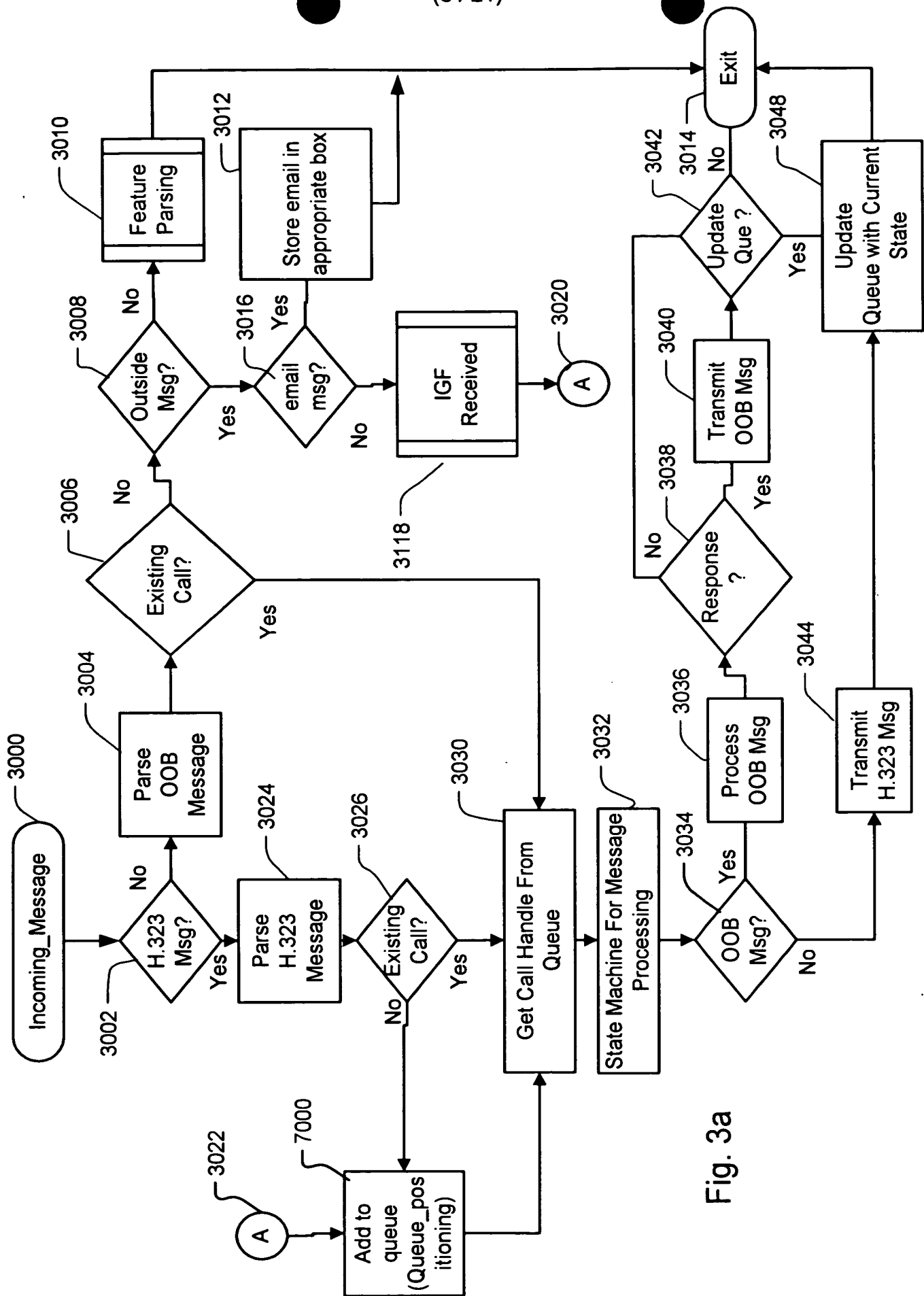


Fig. 3a

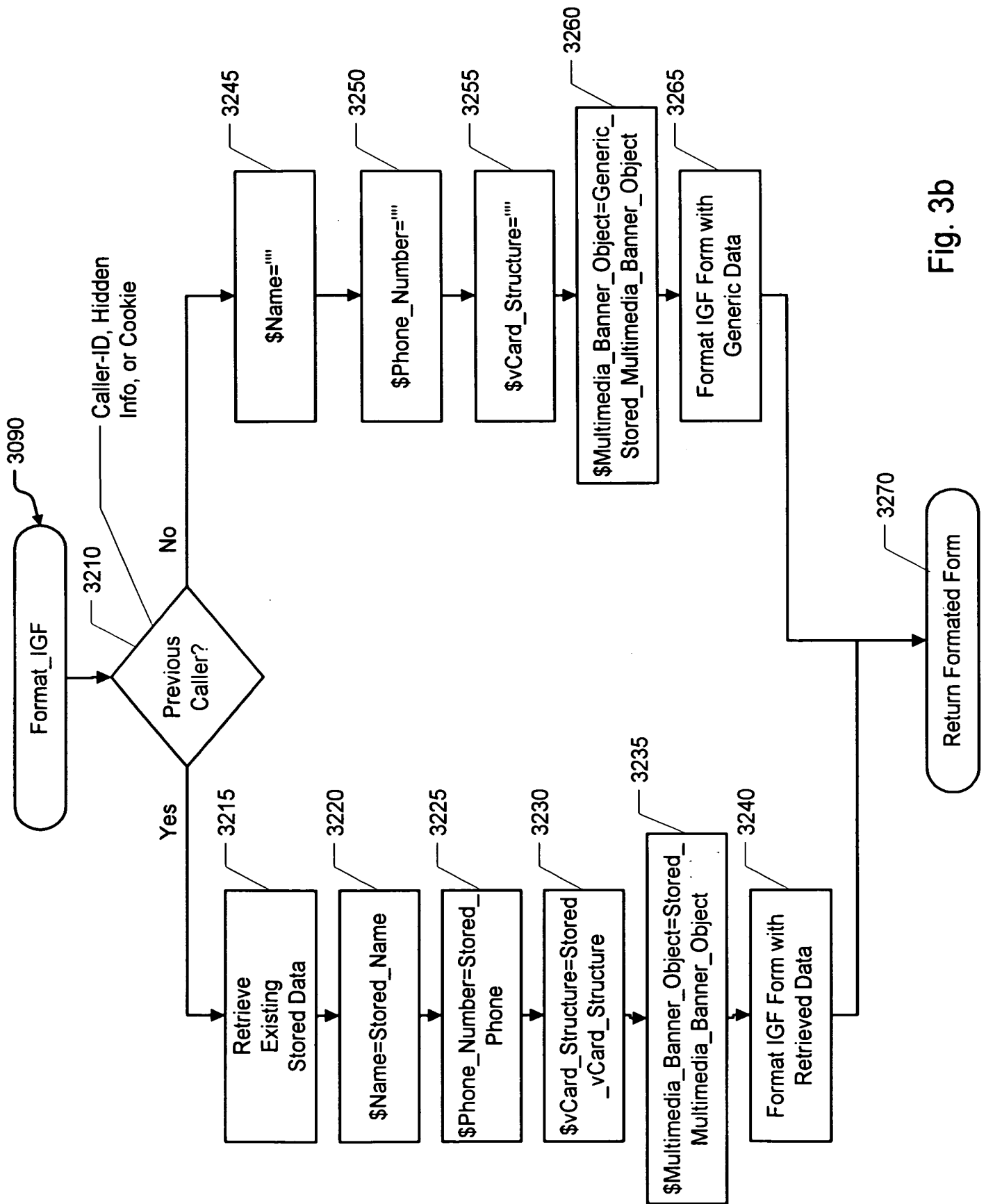


Fig. 3b

3100 3105 3110 3115 3120 3125 3130 3135 3140 3145 3150 3155 3160 3165 3170

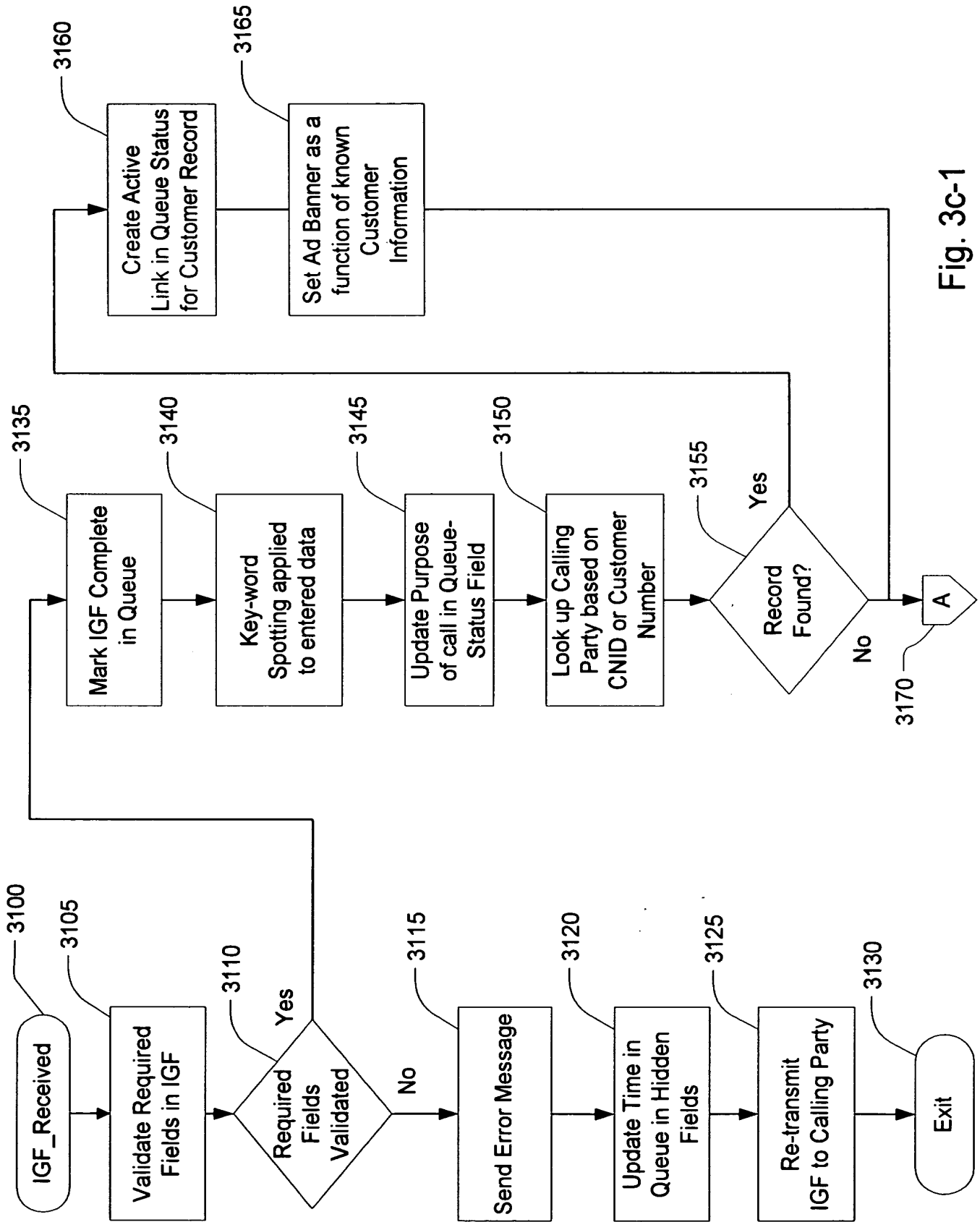


Fig. 3c-1

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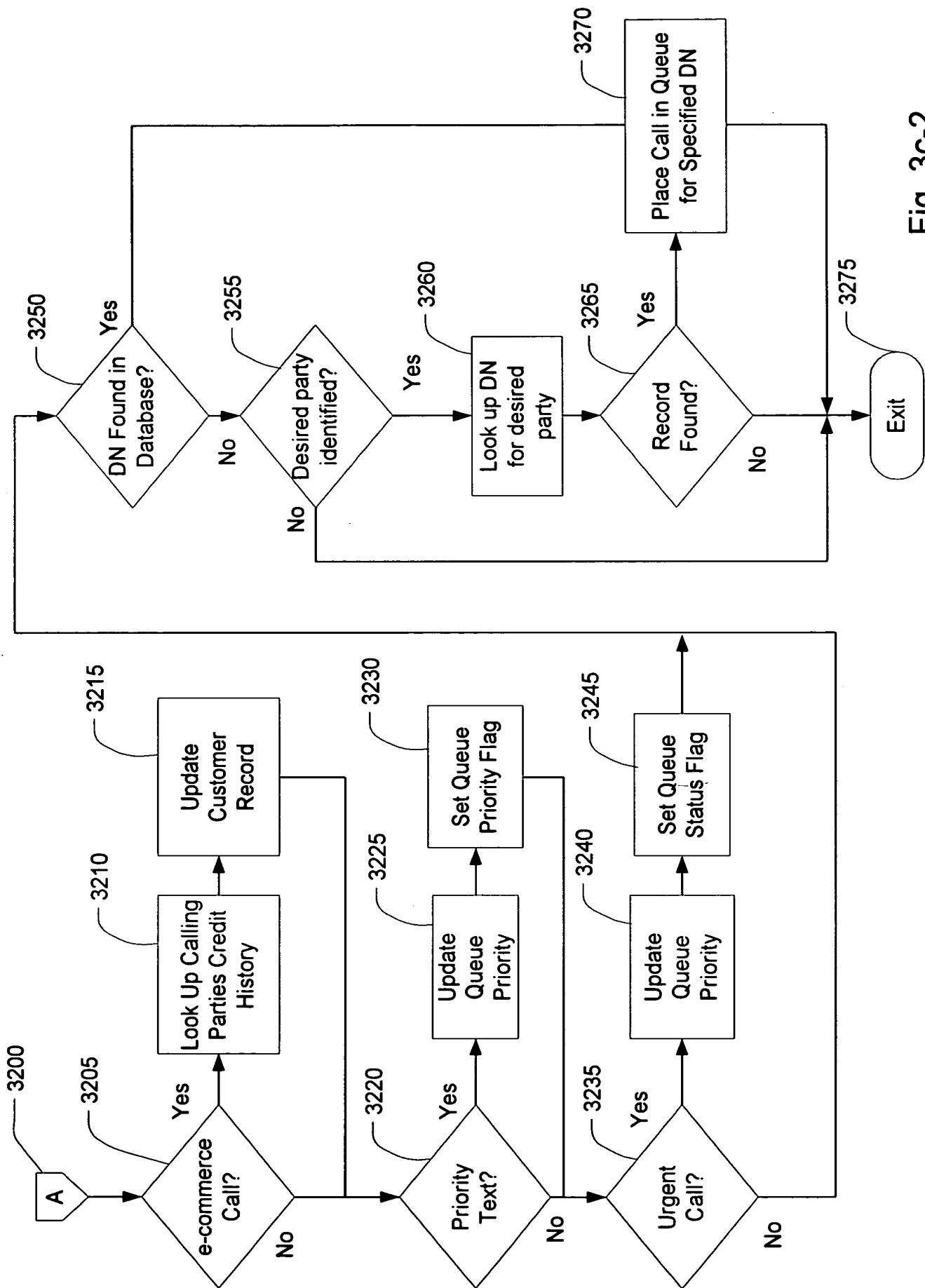


Fig. 3c-2

Time-Date of Call	Caller-ID Name-Number	Return Caller	Queue Position	IGF Status	Time in Queue	Called Party or DN	Purpose of Call	Urgent or Priority
13:05:06 12-25-99	Sidney 555-820-1994	Y	1	Complete	00:01:23	(Main Number)	Cust. Service	
13:08:02 12-25-99	Nataasha 555-234-7654	N	3	00:03:02	00:03:23	Buster	Unknown	
13:06:00 12-25-99	Fred 555-743-8254	N	2	Complete	00:01:03	Kyle	Order Entry	

Fig. 4a Call Queue Screen

Queue Operations Menu

Answer Call

Terminate Call

Transfer Call to DN

Transfer Call to Voice Mail

Transmit IGF To Calling Party

Retrieve Open IGF From Calling Party

View Submitted IGF From Calling Party

Delete IGF

Store IGF to Database

Retrieve Database on Calling Party

Reposition Caller in Queue

Freeze Caller Position in Queue

Open Multimedia Chat with Caller

Fig. 4b

4300 Queue Position Control

4301 Calling Party: Howard

4302 Customer ID: 12345678

4303 Override Frozen Limit

4304 Current Queue Position: 15

4305 Adjusted Queue Position: 02

4306 Frozen Limit:

4307 Increase Position

4308

4309

4310

4311

4312

4313

4314

4315

4316

4317

4318

4319

4320

4321

Fig. 4c

5010

Called Subscriber Requests More Information

X

5020

Enter Name:
Enter Phone Number:
(or drop vCard here)

5030

Purpose of call?
(Type text or graphic,
drop text_graphic file,
or voice message
here)

5040

Submit

Cancel

5050

Work Offline

5060

Call Me Back

5070

Fig. 5a

Fig. 5b

Fig. 5b

5010

Called Subscriber Requests More Information

5020

Enter Name:
Enter Phone Number:
(or drop vCard here)

5030

Purpose of call? (Type text or graphic,
drop text_graphic file, voice message
or other multimedia input here)

5080

☐ Check here for urgent call

5100

Call me Back

e-mail
Submit

Reconnect

Cancel

5110

5120

5130

5090

Hidden
Time in
Queue
Data

Fig. 5c

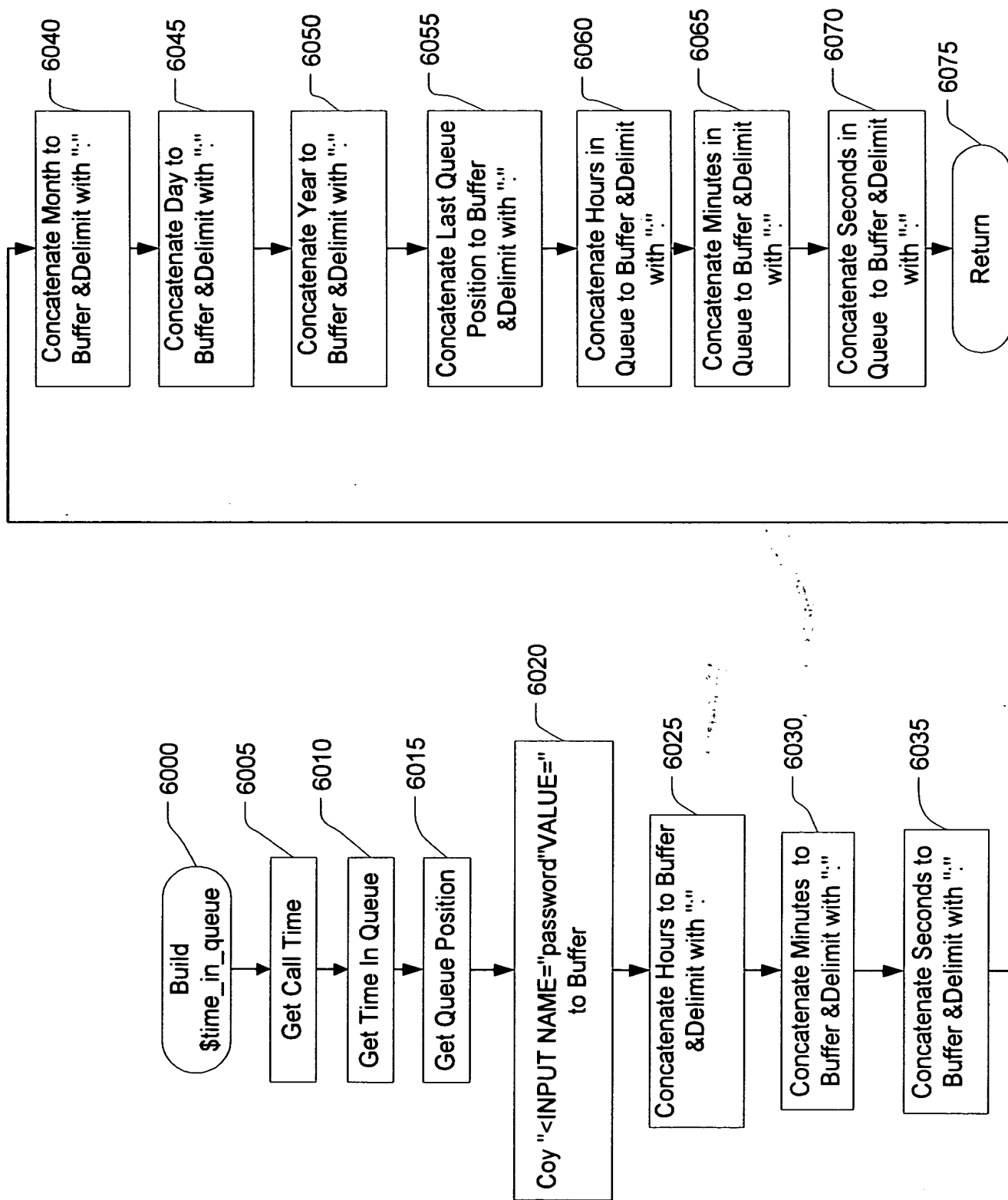


Fig. 6

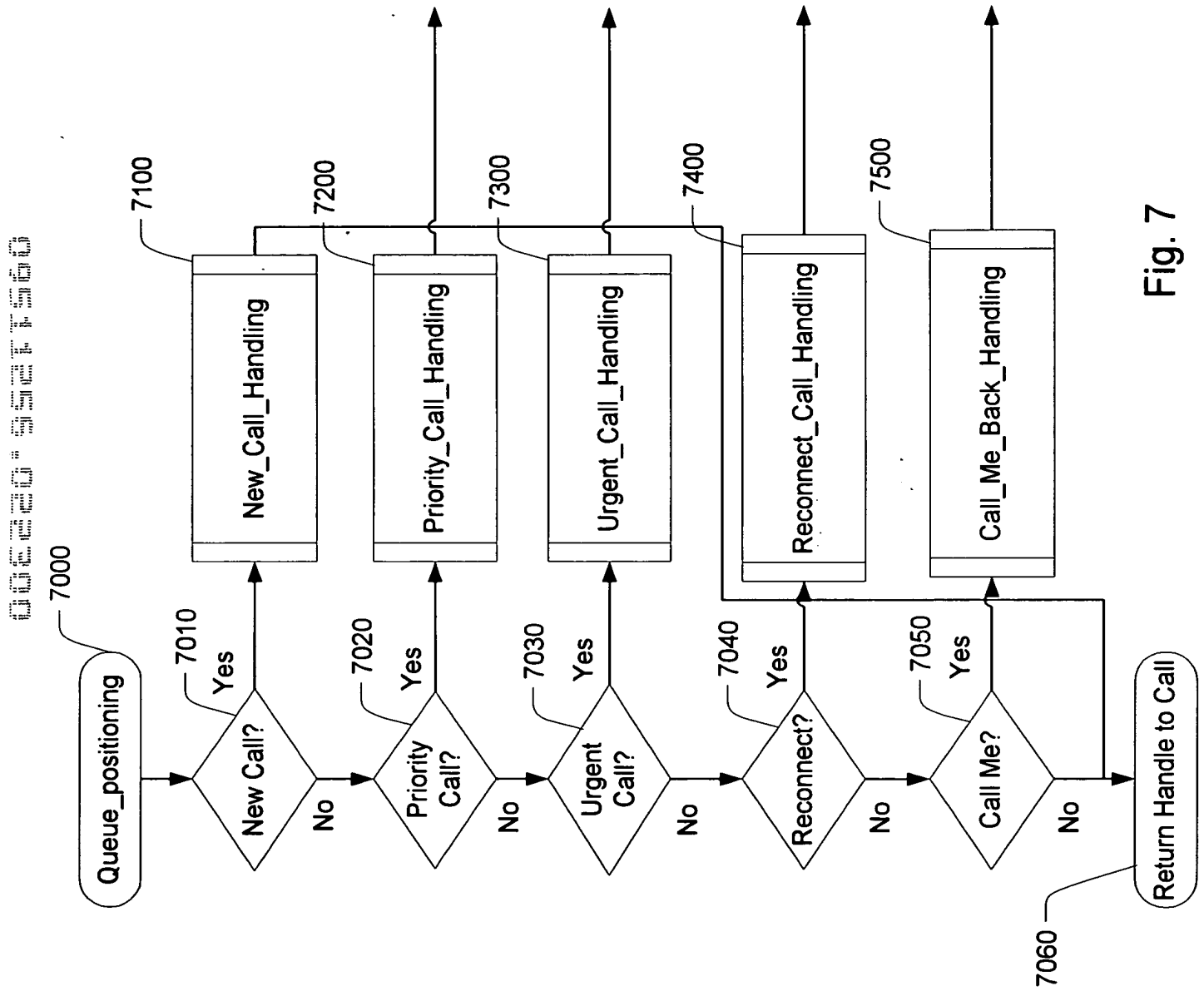
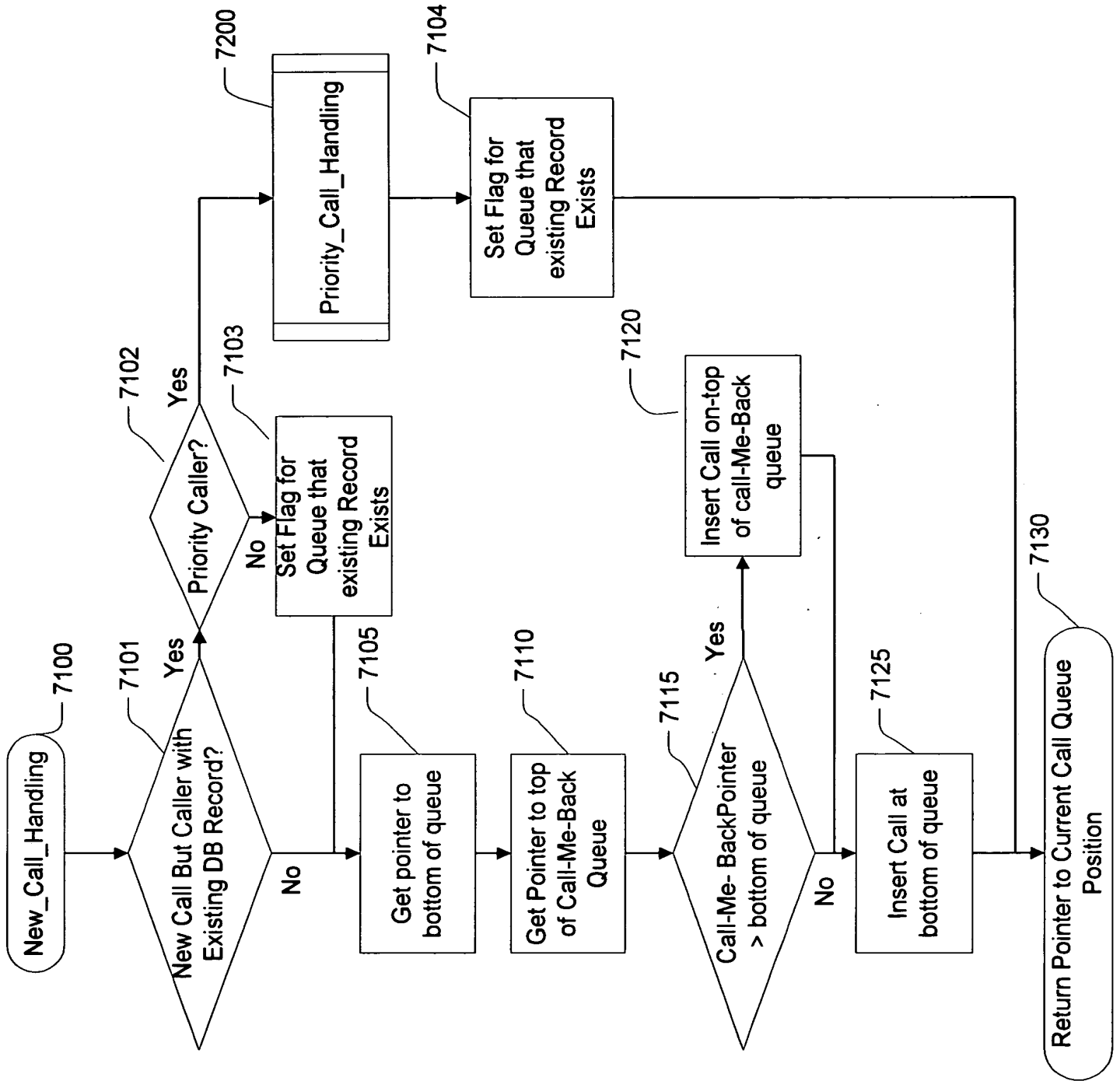


Fig. 7



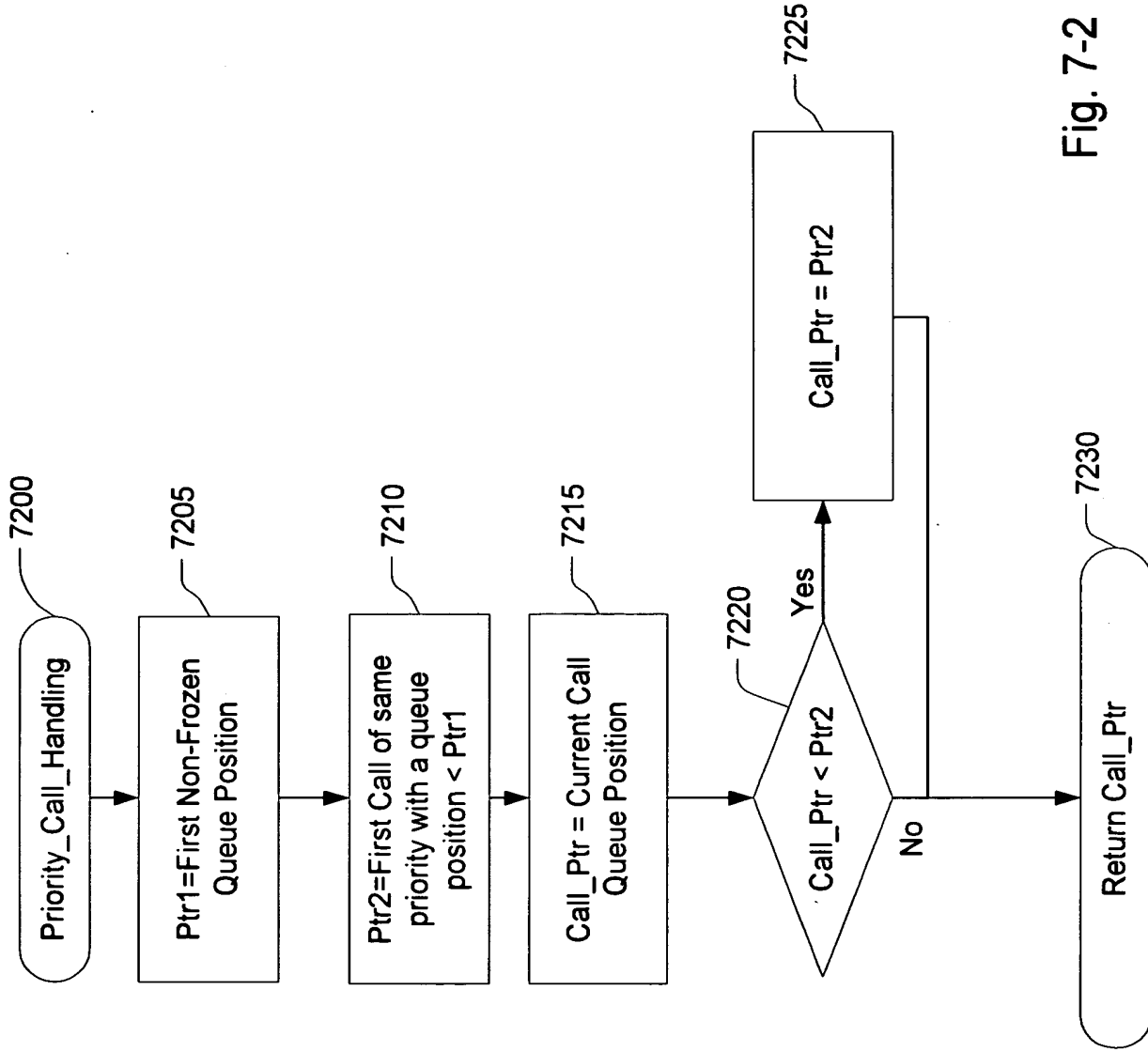


Fig. 7-2



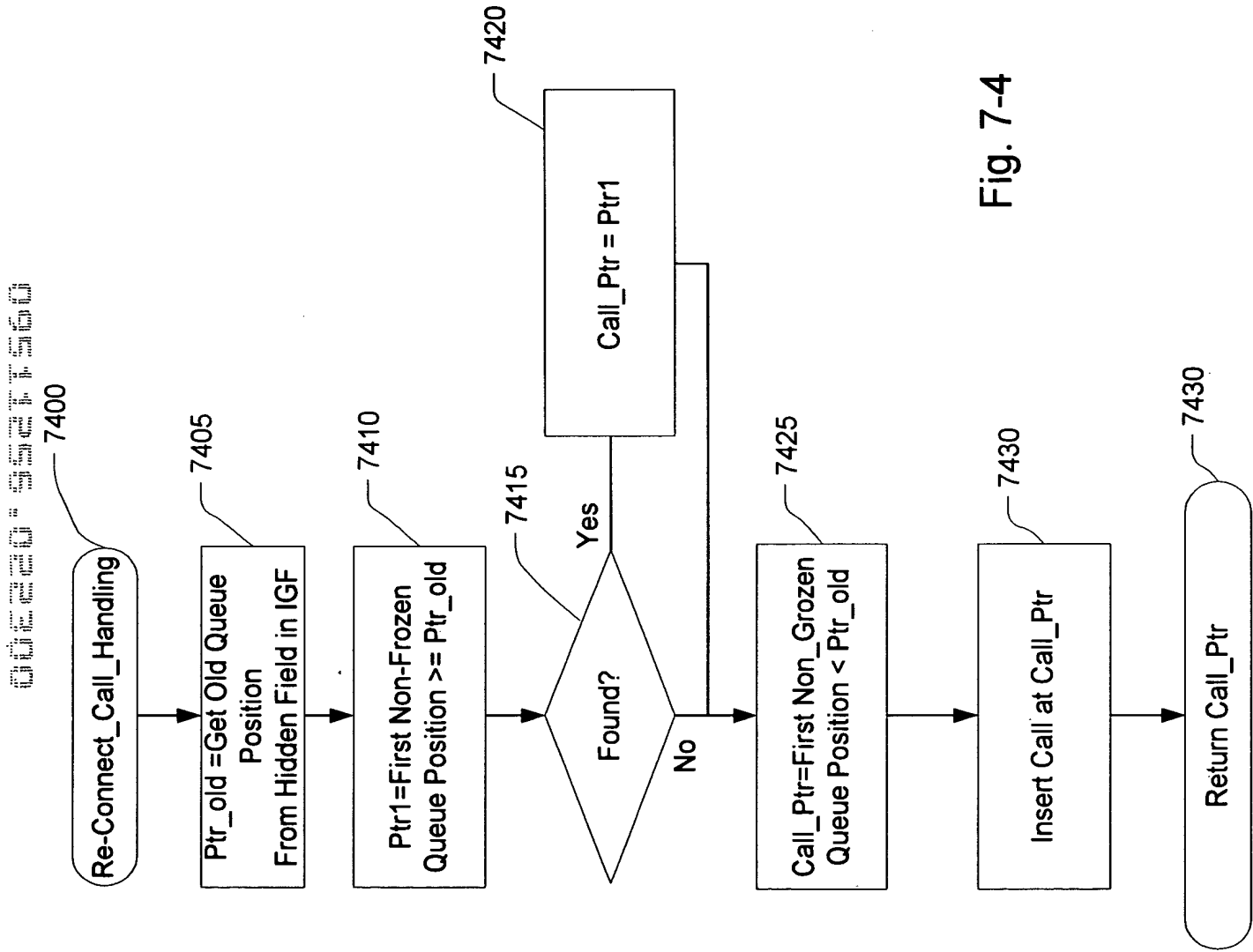


Fig. 7-4

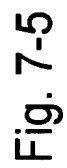


Fig. 7-5

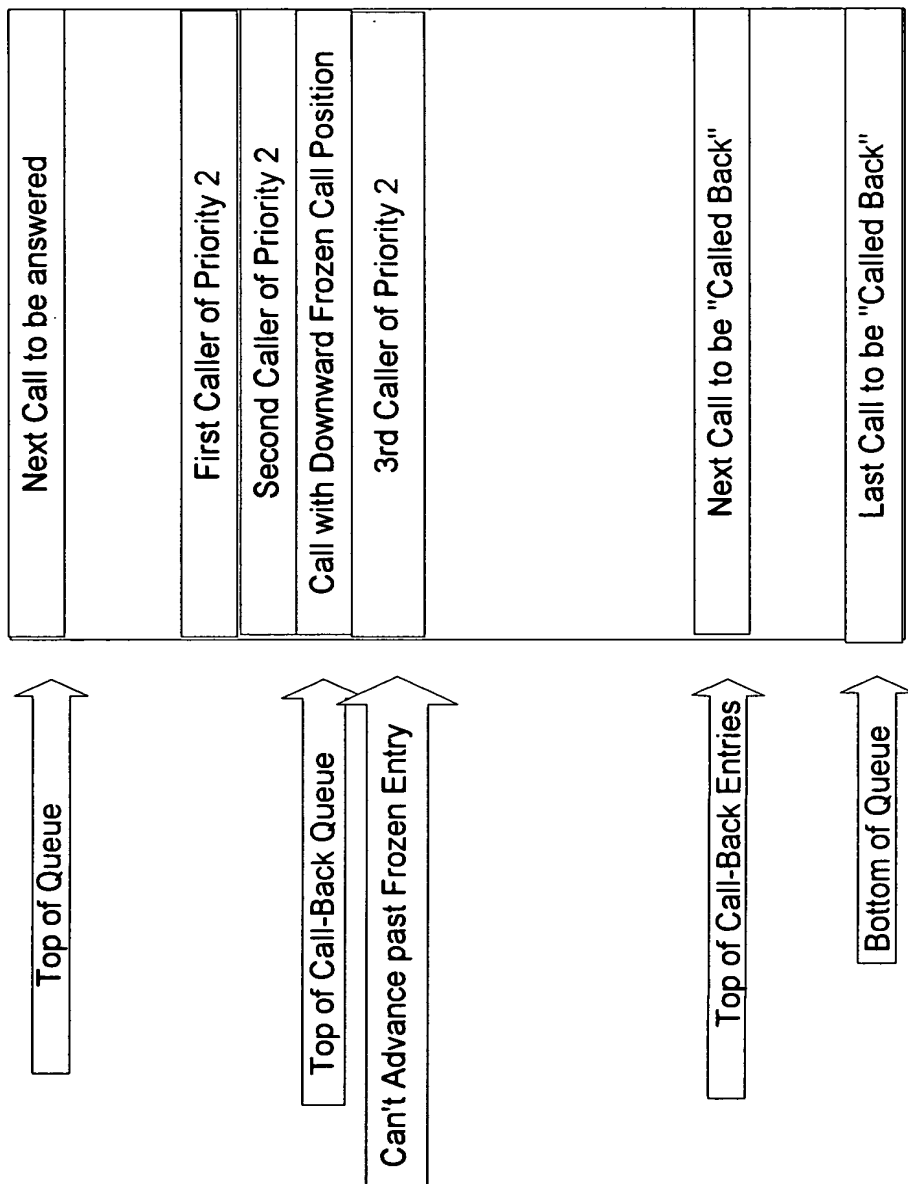


Fig. 7-6